

## **ABSTRACT**

The present invention is directed to systems and methods for providing an accurate forecast of resource availability within a determined forecast horizon. Statistics regarding time spent by resources in tasks that can be differentiated into or considered as  
5 a number of discrete segments are accessed to obtain a probability of resource completion of the task within the forecast horizon. In particular, statistics related to different task segments are combined to obtain a composite forecast of resource availability. Embodiments of the present invention may be applied to predictive dialer applications and workflow systems.